

## 1 SCENARIO

Alexa got a job at a clothing store and has just completed her first week. Her boss has noticed that Alexa checks her phone constantly, every time it rings or chimes, even when she's helping a customer.

**Which employability skill does Alexa need to improve?**

**Act it out or discuss to create a resolution to the problem.**

## 2 SCENARIO

Rohan has been working at a fast-food restaurant for six months, taking customer orders. He has always worked hard and had a cheerful attitude. Recently, he has been staying up late doing schoolwork, and he's tired. His boss notices that Rohan has been impatient and rude to customers.

**Which employability skill does Rohan need to improve?**

**Act it out or discuss to create a resolution to the problem.**

## 3 SCENARIO

Tiana got a job helping out at a community center. She went through training, but she still doesn't know the daily routine or where things are kept. She's embarrassed to ask because she doesn't want to look helpless or lose her job.

**Which employability skill does Tiana need to improve?**

**Act it out or discuss to create a resolution to the problem.**

## 4 SCENARIO

Lorenzo got a job at a local store. He works with two other employees to unpack boxes and stock shelves. His boss notices that Lorenzo finishes his work quickly and then wanders around the store, takes breaks, and distracts other employees. He never offers to help unpack additional boxes.

**Which employability skill does Lorenzo need to improve?**

**Act it out or discuss to create a resolution to the problem.**

## 5 SCENARIO

Sarah got a summer job as a camp counselor. Every week, the counselors meet to brainstorm games to play with the campers. The camp director notices that Sarah always shares her ideas by saying, "I have an even better idea than yours."

**Which employability skill does Sarah need to improve?**

**Act it out or discuss to create a resolution to the problem.**

## 6 SCENARIO

Max got a job as a junior referee for the Youth Soccer League. The head referee notices that Max is late to every game, which delays the start of the game and affects all the following games. Max also forgets to wear his referee uniform and bring his whistle.

**Which employability skill does Max need to improve?**

**Act it out or discuss to create a resolution to the problem.**